

# Right Here

A Monthly Newsletter for the Staff of MMC



*Jason Douglas*



## President's Message

A message to all MMC, REI & NWCC staff:

The days are getting longer, brighter and warmer. Time to start thinking spring! It is also time for maple syruping and for anyone who is into gardening to break out the seed catalogs and start plotting their vegetable patches for the summer. For me, this is the time of year to clean up my clubs and equipment and to start planning for the upcoming golf season! It's kind of hard to think about all this since we still have so much snow on the ground, but I hope this time of transformation into the spring season gets everyone a little bit excited.

I am very excited to announce that MMC has been recognized by The Chartis Center for Rural Health as a Top 100 Critical Access Hospital. This is the second time we have received this award in recent years, the previous being in 2018. This achievement is a direct reflection of our organization's amazing teamwork and the dedication we bring to our workplace every day. Congratulations and thank you to everyone! Keep up the good work. Look for information about a celebration for this honor in the near future. More details about the award process can be found in the press release on page 5.

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March, 2020

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- Super Bowl Party
- Valentine's Day Party
- Blood Pressure Clinics



**Memorial  
Medical Center**

*Right here in the place we love.*

## President's Message, continued from page 1

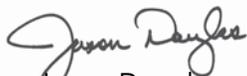
Thank you to all of our volunteers who helped out at the 2020 Book Across the Bay on February 15. There were 3,500 race participants this year. MMC volunteers also manned the Timber Trail Medical tent for the second year in a row at the American Slumberland Birkiebeiner. This year's Birkie featured 11,000 racers from 47 states and 27 countries.

As you may have heard, representatives from our new accreditation company, DNV-GL were on-site for their first survey on Feb. 25 – 28. The process went very well. Details of the survey were sent out after their exit meeting via e-mail. If you have any questions, you can ask your supervisor. More information about the company and the plan for us moving forward with them is on the portal.

Please join me in welcoming our most recent members to the MMC Board of Directors: Taylor Pearson and Dr. Aistis Tumas. A copy of the welcome press release can be found on page four.

The Sherry Lipske raffle is coming up at the end of this month. Donation forms should be submitted to Marketing by Friday, March 6. Remember to keep up with the Taking Shape Wellness Initiative. Over 48 staff completed their January commitment to the program. Let's keep the momentum going!

I am proud of the great work we are doing and the accomplishments we are achieving every day. It truly does take a team to care for our community!

  
Jason Douglas



## Upcoming Events

### RQI RAFFLE

**Tuesday, March 17**

Departments who meet 100% compliance for RQI Training by March 17 will be entered into a raffle for a Pizza Party for their whole department. Check for updated compliance information weekly on the portal.

### COLORECTAL CANCER AWARENESS COMMUNITY EDUCATION EVENT

**Wednesday, March 25 • 5 - 7 PM**

**Hotel Chequamegon**

March is Colorectal Cancer Awareness Month. Dr. Metcalf and the staff of Colorectal & General Surgery Services of MMC will be providing free information and advice. If you or someone you know is over 50 and has a family history of colon cancer, this event is for you! Stop down and have some appetizers and learn about the risks of colon cancer.

### KEEP 'EM SATISFIED CAMPAIGN WRAP LUAU

**Thursday, March 26 • 2 - 3 PM**

**Stockton Gull Island Meeting Room**

All staff are invited to come down and have refreshments and enter to win a prize. This celebrates the end of the second year in a row for the Feel Better, Heal Better and Feel Better, Care Better initiative. The second quarter Patient Satisfaction scores coming out in April will tell us if the campaign was as much of a success as it was in 2019.

### SHERRY LIPSKE RAFFLE

**Friday, April 3 • 2:15 PM**

**North/South Twin Islands Meeting Room**

Raffle item donation forms are due in the Marketing office by Friday, March 6. Raffle lists will be distributed after March 13. Raffle items need to be delivered to North/South Twin Islands Meeting Room on Friday, March 27 any time from 8 AM - 4 PM. Call **Kate, Marketing** at Ext. 5186 for special arrangements/drop offs. Viewing of the raffle items and ticket sales are from Monday, March 30 until Thursday, April 2 from 11 - 1 PM and Friday, April 3 from 10 AM - 12 PM in North South Twin Island meeting room.

# All in the Family

**Delorian Mariacher, ER** completed the Nurse Residency Program on January 23. The program focused on reviewing personality types and why conflict may arise due to this factor. He also renewed his conflict management and resolution skills.

## Behavioral Health Conference Summary

MMC hosted the Ethical and Legal Issues in Behavioral Health Conference at WITC's Conference Center on January 15, 2020. There was a total of 57 participants with 44 of them being MMC employees. WITC provided certificates of attendance for all those who came which individuals can turn into their licensing boards for CEU Credits. Many different disciplines require at least 4 hours of ethical credits for their licensing boards.

Behavioral Health Services of MMC represented a large number of attendees. Other departments from around the hospital that attended, included PCU RNs, social workers, RHIA, nursing leadership, HUC/CNAs and our chaplain.

Community partners were invited and we had 13 outside attendees from Northlakes Community Clinic, School District of Ashland, Ashland County Health and Human Services, SMHS Essentia Health and the American Lung Association in WI.

The keynote speaker, Daniel Icenogle, JD, MD is a health law attorney and an emergency department physician, practicing law in the firm of Icenogle & Associates. LLC, Readstown, Wisconsin, which provides a variety of health law services for physicians, hospitals and other medical providers. He is a 1981 graduate of Loyola Stritch School of Medicine and 1992 cum laude graduate of the University of Wisconsin Law School. He was formerly chair of the Board of Directors for the Wisconsin State Bar Health Law Section, and is a member the American Health Lawyers Association. He is also a member of the Wisconsin Medical Society and its council on Health Care Access and Financing.

As both a physician and attorney, Dr. Icenogle offered his unique understanding of the legal and ethical considerations needed to provide treatment in the field of behavioral health. Topics included behavioral health and addiction services medical records, subpoenas, court orders, testimony and commitment. The conference also explored legal and ethical considerations for minor populations, as well as discussed common boundary and dual relationship issues.

The takeaway points included practical strategies to help minimize legal and ethical risks, and greater understanding of WI and Federal law and how it relates to mental health. Thanks to everyone in the Education Department and all of our BHS staff for helping to bring this information to our staff and make this conference a success in our community.



# MMC is pleased to welcome Aistis M. Tumas, MD and Taylor Pearson to its Board of Directors



Dr. Tumas was born in Los Angeles, CA. His family moved around a lot while he was growing up, but they eventually settled in the Midwest, and Wisconsin has been his home ever since. Tumas graduated from high school in Ripon, WI. He received his Bachelor's Degree in Chemistry from Carleton College in Northfield, MN and went on to complete medical school and a residency in Family Medicine at the University of Wisconsin, Madison.

Tumas and his family moved to Ashland in 2015 after he finished his residency, and his parents now live in the area as well. Tumas is currently practicing full scope Family Medicine at St. Luke's Chequamegon Clinic. He is also currently Chief of Medicine at MMC. He and his wife Meghan and their two young children live in the city of Ashland.

Tumas says he has been grateful for the friendly community. His wife teaches at Northland College and also taught prenatal and mother and baby yoga classes at MMC.

Tumas says one of the factors that drew him to the area was the appeal of being outdoors as much as possible. He is an avid skier and enjoys both cross country and downhill styles. The family enjoys spending time hiking and doing other outdoor pursuits together. He hopes to get out on the Big Lake more to paddleboard in the bay and explore the Apostle Islands. Aistis' father, Dr. Vyduenas Tumas, is an Emergency Medicine doctor at MMC.



Taylor Pearson graduated from Washburn High in 2000 and went on to obtain two Bachelor of Science degrees from the University of Wisconsin, LaCrosse in Marketing and Economics. After College, Pearson spent a few years working for a healthcare management company in La Crosse before moving to Texas to manage a Urology Clinic for two years. He chose to come back to the area after that to help run the family business. For the past 8 years, he and his brother have been assisting in running the daily operations of Washburn Iron Works, a local foundry business that employs about 40 people. His grandfather started the company in 1976.

Pearson lives in Washburn with his wife Leah who is the manager of the LifeLine program at MMC. They have three small children all under the age of 4. He is a member of the Washburn School Board and serves as president of the Bayfield

County Economic Development Corporation. He enjoys exercising and spending time with his family. He loves to hunt and fish and be outside as much as he can.

Jason Douglas, CEO of Memorial Medical Center says, "We are pleased to welcome Dr. Aistis Tumas and Taylor Pearson to our board of directors. MMC will benefit from their knowledge and enthusiasm for our community and from the unique perspectives they offer. We are proud to have both members join our board."



# MMC is Named as a 2020 Top 100 Critical Access Hospital!



Congratulations are in order! MMC has been named a 2020 Top 100 Critical Access Hospital by The Chartis Center for Rural Health. This annual award honoring rural hospital performance is determined by the results of iVantage Health Analytics' Hospital Strength INDEX®, which is celebrating its tenth anniversary in 2020.

Based entirely on publicly available data, the INDEX is the industry's most comprehensive and objective assessment of rural hospital performance. Utilizing 50 independent indicators, the INDEX assesses performance across eight pillars of performance that span market-, value- and finance-based categories. Hospitals recognized as a Top 100 facility had one of the 100 highest overall scores among all Critical Access Hospitals nationally.

Top 100 Hospital Resources:

The list of this year's Top 100 Critical Access Hospitals as well as the INDEX methodology can be found at [www.ivantageindex.com/top-performing-hospitals](http://www.ivantageindex.com/top-performing-hospitals).

To learn more about The Chartis Center for Rural Health or to speak with someone regarding the INDEX and the Top 100, please email Billy Balfour at [wbalfour@chartis.com](mailto:wbalfour@chartis.com).

## Dr. Fall Receives Prestigious Award



On Nov 22, 2019 Dr. Fall, Fall General Surgery was notified via a letter from the University of Madison School of Medicine and Public Health that he was the recipient of the 2019 Max Fox Preceptor Award.

The award is given to an outstanding preceptor or preceptors (private practitioner who instructs medical students at his or her clinic) whose effective service as a mentor and teacher has guided UW medical students.

"A primary goal of the school is to increase the number of physicians who practice medicine in Wisconsin, especially in underserved rural and urban settings," said Robert Golden, MD, dean of the UW School of Medicine and Public Health.

Students typically do their training with preceptors in the fourth year of medical school before graduation and going into a residency program, as a means of learning how to apply their training to real-world settings.

Congratulations to Dr. Fall from all of us at MMC!

Fun Fact: Fall General Surgery was established in 2002.



# Events in Review Photo Album



*Super Bowl Party.*



*Valentine's Day Party.*



*Free Community Blood Pressure Clinics.*



*Regional Wellness Fund of MMC sponsorship of the WITC dementia care training program.*

More events on page 7 >



# Events in Review Photo Album (continued)

Book Across the Bay



**Carl Bauer, Rehab Services** and **Todd Reynolds, Information Systems** have both represented our organization at the Book Across the Bay for the past 7 years!

More events on page 8 >



# Events in Review Photo Album (continued)

Moonlight Ski & Snowshoe/Mardi Gras Extravaganza



# True North- Process

## Lean Activities – First Quarter 2020 Update from Gene Hoffman

- A group was formed to examine the patient status assignment process, and look for opportunities to reduce incorrect status application, which caused frustrations with several departments, as well as patients, in correcting. The process was mapped, and the team thought that two experiments would bring us closer to the goal of reducing incorrect status by 50%. Those trials are now underway and the group will meet again in April to examine the results.
- A designated team is working on reducing the Emergency Room's median door to discharge time to meet the state average and the 2020 Quality Pillar goal. Just like the patient status process team, this group mapped the process and suggested an experiment to reduce the time patients spend in the ER. That experiment is underway and the results will be reviewed soon.
- Phase One of the training curriculum developed for leaders, new to their roles, has begun, and Phase Two is in trials now. We anticipate full implementation of the training program in March. The goal is to provide standardized training in topics determined to be necessary for leaders.
- Redesigned Pillar boards are in place in three departments, Radiology, ER and the Business Office. The new boards are in place on a trial basis to see if they are an improvement over the existing boards.
- Another team is in place, looking for ways to improve our current Provider call schedule. That team is busy collecting data to get an accurate picture of what our current state looks like. This is crucial to see the effect of whatever experiments they choose to implement may have in the near future.
- Groups have done process mapping in SPD and the OR, specifically the opening cases of each day, to ensure that best practices are being followed as well as to identify areas for improvement. Those groups will reconvene in the near future now that the mapping process is complete, to look for areas that are in need of improvement.
- One group is looking to reduce the cancellations/delays of procedures due to one or more of Peri-Op's Preadmission Testing steps being missed. The hypothesis is that reduction of the number of cancellations will improve the patient experience and reduce staff frustration.
- Yet another team has been formed to review the steps involved in, and crucial to, a patient's visit to our Radiology department.

It's a busy start to 2020, and that's GREAT! To date, there have been 67 people here at Memorial Medical Center that have, or are, actively participating in a Lean event of one kind or another. If you're interested in being a part of an upcoming Lean event, or if you'd like help with the processes that are a part of your work day, please give me a call at 5296. Thanks!





# STAR

Service

Teamwork

Accountability

Respect

**Every encounter,  
every person,  
every time.**



**Memorial  
Medical Center**

*Right here in the place we love.*



MMC staff helped out with the Timber Trail Medical Team at the American Birkebeiner for the second year in a row.

## Got Photos?

Submit them to *Right Here!*

We'd love to highlight your favorite photos. Send us your photos from Halloween & Thanksgiving or any milestones of you and your family.

Email your pictures as JPG files to [krdeering@ashlandmmc.com](mailto:krdeering@ashlandmmc.com)